

Investigation of Incident, Accidents and Injuries Subject Area Survey Results

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Reasons for Survey

- Historically low value of investigations performed
- Negative results (concerns) of value in last year's Self-Assessment
- Prior assessments found almost no involvement of management, nor workers in investigations, nor follow up activities. Managers rarely sign off on investigations.
- Near Misses and First Aid claims are not investigated in some organizations
- Improvements are needed

Survey Results

1. 83% responded that they conduct all incidents, accidents and injuries using personnel in their own organization.
2. Choices to how satisfied personnel were with the quality of their own investigations were poor, but 70% responded they were satisfied.
3. 45% indicated they relied on experts from other organizations to help with investigation needs.
4. 74% responded they were satisfied with the outside help.
5. Question 5 exacted a wide variety of responses: from the inadequacy of question 2; to the need to use only experts to carry out investigations; to ESHCs are not provided timely notification; to having only a special cadre of personnel to carry out investigations, but had a majority of 51% no responses.

Survey Results (continued)

6. On how many incidents, accidents, injuries does your organization have per year 52% indicated 2-10, 42% indicated one or less.
7. 54% indicated that their investigators were adequately trained to conduct investigations.
8. Question 8 asked for suggestions on the latter, 35% gave no reply, other responses: use only experts, make sure all are qualified, make investigation training mandatory for all ESHCs to get SME assistance for the DARTs only.
9. 87% indicated they knew what to do if they were first to arrive on an incident scene.
10. 84% indicated they were always notified immediately after an incident, or within 24 hours.
11. After receiving notification that a worker was injured, only 42 percent reported they escort workers to OMC, 32 percent send someone with the injured worker, only 6% reported just sending the worker to the clinic.

Survey Results (Continued)

- 12. 77% reported that workers take part in investigations.
- 13. Question 13 asked if the investigation included going to the scene of the incident, accident or injury. 71% indicated always, 29% indicated sometimes.
- 14. Inquired if your organization hires contractors, temporary employees, etc. 74% indicated yes.
- 15. There were a wide variety of responses as to how they flow down the requirements to investigate. 32% indicated it didn't apply or they didn't know.
- 16. 70% indicated they used the BNL form to investigate incidents, accidents and injuries.
- 17. 30% indicated they also use Critique Summaries, ORPS, Witness Statements.
- 18. The 30% respondents from the previous question, indicated they used those reports for another reporting requirement.

Survey Results (Continued)

- 19. 57% of the respondents indicated for ORPS...others did not supply an answer.
- 20. 81% indicated that the Line Manager approved all Type C Investigation Reports before submitting them to SHSD.
- 21. An additional 9 percent indicated that supervisors or other staff members approved those reports.
- 22. Only 55% have access to the SHSD Compliance Suite database.
- 23. Only 70 percent of those indicated they had access to their own organization's cases.
- 24. Inquired if they had ever requested copies of the CAIRS reports, only 16% responded yes.
- 25. When asked if they wanted to receive them, only 58% responded in the affirmative.

Survey Results (Continued)

- 26. When asked if they tracked and trended their own organization's performance, 55% indicated yes.
- 27. When asked if they had training on Events and Issues Management and the Injury Management SAs. 74% indicated yes. But only 10% of those indicated it was for Events and Issues Management, and 1% indicated it was for Injury Management.
- 28. When asked if they thought they needed either one, 55 percent indicated yes and 39 percent provided no answer.
- 29. 65% indicated that they notified the ORPS Categorizer after all incidents, accidents and injuries and 32% indicated they did not.
- 30. When asked if you get feedback from your workers or managers after an investigation, only 77 percent said yes.
- 31. 84% indicate that they pursue investigations to the root causes.

Survey Results (Continued)

- 32. After identifying the causes, 97% indicate that they identified corrective actions.
- 33. However, when responding to the question are corrective measures identified for all of the cases, only 68% responded in the affirmative.
- 34. The last response was completed by only 29% and mainly criticized the AI Form indicating it required too much information, should be simplified, revised in MS word with drop downs, find a better database, provide more training for supervisors and managers.

Recommendations

- Provide specific training
- Form Task Force to create a new electronic form